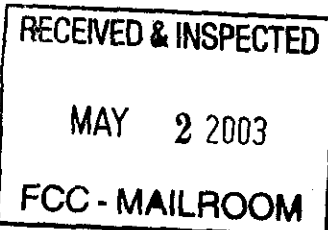


12



Teleperformance USA



April 29, 2003

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington D.C. 20554

Ref: CG Docket No. 02-278
Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991

Dear Commission's Secretary of the FCC:

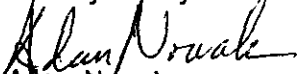
My name is Adam Nowak, and I work in the client services department of the Des Plaines, Illinois branch office of Teleperformance USA. I have been working here as a Report Analyst for the last nine years, generating reports for our clients that show the results of our telemarketing programs.

When I graduated from college nine years ago it was a tough job market, but I was able to find a job in the telemarketing industry which was greatly expanding at that time. I later decided to stay in the telemarketing industry mainly because there are a lot of good people in this profession, who are very dedicated to their jobs and work hard to meet the demands of our clients.

As a report analyst I have to keep track of the thousands of sales our company makes each day, so I know there are many customers who benefit from the services and products our company offers to them. My fellow employees and I take our jobs very seriously, and our lives would be greatly affected if we were to lose our jobs do to the National DNC list and other restrictions that would decrease our potential calling market. I live by myself and this job is my only source of income, allowing me to pay my mortgage and other expenses. Also, at a time when our economy is struggling, I fail to see how eliminating my job and thousands of others would improve the country's economic condition.

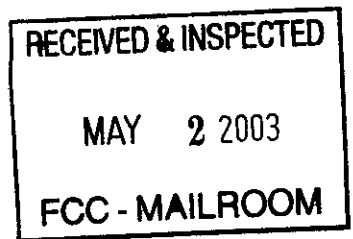
The telemarketing industry has been a place where new jobs are created even in times of economic difficulty, and Teleperformance USA has always been careful to listen to the concerns of our customers. I oppose the National DNC list and restrictions on Predictive Dialers, and I support Teleperformance USA's and the American Telemarketing Association's proposed modifications to the FTC rules.

Thank you for your full consideration on this topic.


Adam Nowak
2521 N. Thatcher Ave., #1D
River Grove, Illinois 60171

4/28/03

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington D.C. 20554



Ref: CG Docket No. 02-278
Rules and Regulations Implementing the Telephone Consumer
Protection Act of 1991

I am an employee at Teleperformance USA located in
Des Plaines, Illinois at the Insurance and Financial Division
Office. My Current position is a front desk receptionist
which I have held for the past 6 1/2 years. My job is an
integral part of Teleperformance USA's working family. I don't
sell a product or manage a program, but I provide our operation
and production teams with assistance and a cheerful working
environment so we all work more efficiently and productively.

My job is important to me because it enhances my self worth
provides my living expenses and my growth as a person. If I were
to lose my job, I would not be able to afford my house and would
have to move in with my parents again. I also would not be able
to frequent the stores in my community as often and that isn't good
for the economy. I don't want that to happen.

In writing this letter, I am opposed to the National DNC list
and the restrictions placed on Predictive Dialers. I am in total support
of Teleperformance USA's and the American Telemarketing Association
proposed modifications to the FTC rules.

Thank You for your time and consideration of this letter.

Quinn M. Pate 1-235 N. North Ave. Chicago, IL 60631

Kathryn M. Churchill
2S 037 Apache Drive, Wheaton, IL 60187
(630) 260-0566

April 29, 2003

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington, D.C. 20554

RECEIVED & INSPECTED

MAY 2 2003

FCC - MAILROOM

Ref: CG Docket No. 02-278
Rules and Regulations implementing the Telephone Consumer Protection Act of 1991

I am currently employed in Des Plaines, Illinois as a Client Services Director for Teleperformance USA. I have been employed in the telemarketing industry for 15 years and enjoy my job and the customers I work with. Our company sells valuable products and services for some of our country's largest employers – Sears, Citibank, MBNA to name a few.

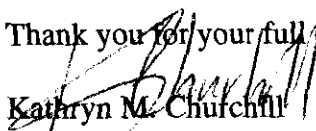
Please recognize every business in our country is selling something! Many of these businesses have elected to use telephone marketing as a cost-efficient method of reaching the consumer. Telemarketing employs millions of hard-working people, many of whom have no other skills or source of income.

My husband has been unemployed for the past six months. Due to the current state of our economy, it will likely be several more months before he is employed again. I am the sole support of our family. If the National Do Not Call Registry becomes reality, I will likely lose my job along with millions of others in our industry! Our economy has already suffered a painful transition from manufacturing to a service-based economy. Thousands of manufacturing jobs have gone offshore. Now, we face the loss of thousands more jobs if this ill-advised, short-sighted, knee-jerk legislation is enacted! If it becomes law, what will be next – banning phone solicitations from Police and Fire Departments? How about The Girl Scouts?

The telemarketing industry does not need more government intervention and regulation! Our industry is already self-regulating through the Direct Marketing Association and through Company and State-Specific Do Not Call lists.

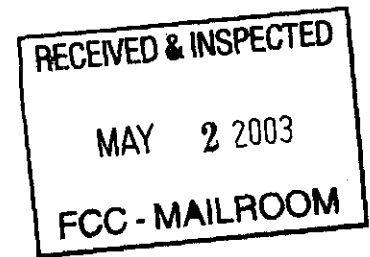
In case I have not made myself perfectly clear: **"I am opposed to the National Do Not Call list and restrictions on Predictive Dialers. I support TeleperformanceUSA's and the American Telemarketing Association's proposed modifications to the FTC rules."**

Thank you for your full consideration on this topic.


Kathryn M. Churchill
2 S 037 Apache Drive
Wheaton, IL 60187

04/29/03

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington D.C. 20554



Ref: CG Docket No. 02-278
Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991

Dear Sir or Ma'am:

My name is Brandy Alfors and I work in the Human Resource Department of Teleperformance USA. I have been given the opportunity to start my career in the Telemarketing field, which to me meant that I had some job security because I get the telephone calls everyday from the telemarketers. With my position, I get the opportunity to work with all areas of people from all over the country, which I feel is one of the best parts of my job.

My job has given me the opportunity to develop my interpersonal skills, as well as the ability to get my foot in the door in the Human Resources field. Being able to work with different people from all over the country gives me a well-rounded approach with my careers. It has also helped me develop other areas of my life, letting me open up my eyes to different people from different places.

With this job, I was given the opportunity to go to school to further my education and better my life and my family. I am able to support myself, finally living on my own, and being able to pay for school without assistance from my parents or other areas. This means so much to me. This job has given me the freedom, ability and confidence to take care of things on my own and know that I will make it.

The employees that work in the facilities work very hard at what they do and have a very tough job, still somehow, they get to work everyday and make a difference. Many of our employees are raising families and doing what they need to make ends meet. The National DNC list will not help the people that do not want telemarketers calling their homes, but it will destroy people that count on this job for a living. It breaks my heart to think that this could happen to even more of our employees.

I strongly oppose the National DNC list and the restrictions on Predictive Dialers. I support the American Telemarketing Association's and Teleperformance USA's proposed modifications to the FTC rules.

Thank you for the consideration on the effects of these issues may have for all our employees and their families.

Sincerely,

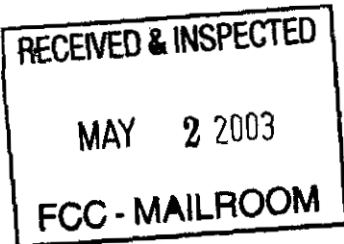
Brandy Alfors
3038 W. Addison #2
Chicago, IL 60618



Teleperformance USA

April, 04-28-03

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington D.C. 20554



Ref: CG Docket No. 02-278
Rules and Regulations Implementing the Telephone Consumer protection Act Of 1991

To Whom it may concern.

I work for Teleperformance USA in Des Plaines as Report Annalyst in Client Service department. Every day I am responsible for creating reports for sales department people , management and Company clients who analised the results of daily and monthly activity and planning the activity in Telemarketing field.

I am writing about my duty as doing my job I noticed how important is Telemarketing for all of us. I am dealing with results of Telemarketing activity under many aspects every day and I can see that many people respond for our programs and campaigns and they are not seems to be unhappy and uncomfortable that they were be calling at.

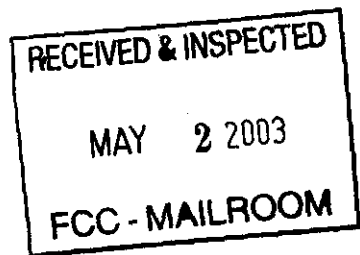
I oppose the National DNC list and restrictions on Predictive Dialers and I support Teleperformance USA's and American Telemarketing Association's proposed modifications to the FTC rules.

I think that Implementing the Telephone Consumer protection Act of 1991 will make more harm For major families and communities all around the USA then advantages as it is assumed.

Please take in cosideration my feelings and attitude in this matter

Anna Misztal
5754 W.Higgins
Chicago, Il 60630

Anna Misztal



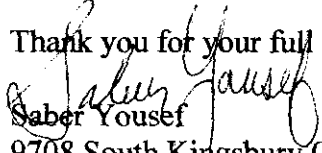
April 25, 2003

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington D.C. 20554

Ref: CG Docket No. 02-278
Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991

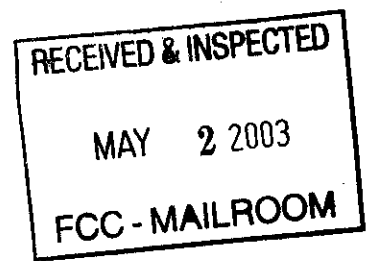
My name is Saber Yousef and I work in Oak Lawn Illinois. The call center I work for is TeleperformanceUSA. I get paid eight dollars and twenty-five cents an hour. I sell accidental death insurance and credit protection. I am a Tele Services Representative (TSR). My job is necessary for myself, my coworkers, and for people who need insurance and protection. The products and services we sell are useful because people do need insurance and protection. Accidental deaths are always occurring and relatives of the dead are going to have to pay for the funeral and burials. Relatives should not have to pay for "accidental deaths," they should receive money. People have car insurance, health insurance, why shouldn't people who want accidental death insurance receive any coverage. Also, there is credit fraud and identity theft happening all the time. People need to be protected from these horrible crimes. I am here to protect the people who are afraid of these crimes or have been a victim of these crimes. Our products and services are supposed to help the people and not annoy them. This job is important to me, my family, and my community for many reasons. This is important to me because I have a phone bill to pay, rent, car payments, insurance, electricity, gas, and much more. This job is important to my family because if I cannot pay the rent, our family would be on the streets. Our community would be hurt because there would be many lay-offs, more people would be homeless, and our community would go from middle class people to low class. Our community would be unpopular and nobody would want to move in. It would have a big impact on my family and me if I lose my job because if I cannot help pay the rent we would be evicted from our home and be homeless. I oppose the National DNC list and restrictions on Predictive Dialers and that you support TeleperformanceUSA's and the American Telemarketing Association's proposed modifications to the FTC rules.

Thank you for your full consideration on this topic.


Saber Yousef
9708 South Kingsbury Court
Chicago, IL

April 25, 2003

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington D.C. 20554



Ref: CG Docket No. 02-278

Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991

My name is Lamia Samad and I am a Telephone Sales Representative at Teleperformance USA, located in Oaklawn, Illinois. I recently heard that my job was in jeopardy. Although, I think that my job is considered "annoying" to many people, I believe that my job is an important one that allows people to be informed about offers that they would probably not even hear about. I am a college student and this job helps me pay my way through school. The economy is so horrible right now that not many jobs are being offered to college students and many others. I would like you to consider that a real person works hard at their telemarketing job and the products that we offer is beneficial to many of our customers.

Thank you for your full consideration on this topic.


Lamia Samad

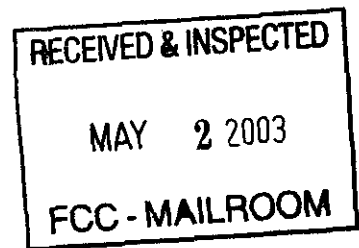
4444 South Maplewood
Chicago IL, 60632



Teleperformance USA

April 29, 2003

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington D.C. 20554



Ref: CG Docket No. 02-278
Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991

To Whom It May Concern:

I am an employee of Teleperformance USA, an international Tele-services corporation whose North American headquarters are located in Utah. My job is located at a Chicago-land branch of the company, where I work as the national Insurance License Renewals Coordinator for our more than three-hundred telephone insurance agents.

I am a recent college graduate, currently seeking Masters level education, who has worked at this company over a span of almost ten years. I have had a wonderful tenure; my original position was a telemarketing position where I spent my working hours making calls on behalf of fortune 500 companies to their many customers.

I have always believed in the telemarketing and tele-services industry, both inbound and outbound calling; it is a belief rooted in my own experiences as a telephone sales representative.

Unlike the voices that are reaching our national attention, I find that the individuals our company contacts are being treated with respect, kindness, and pause and that they respond with consideration, and even make a purchases!

Fortune 500 companies that hire the sales and service workers of Teleperformance USA keep us working hard to ensure that their image is both positive and encouraging for their customers.

Teleperformance USA and other tele-services corporations have created jobs that are widely available to large income and educational cross-sections, not only in the Chicago-land area but also across the nation. These job positions have helped me, people like me and an entire sector of the economy, sustain financial economic growth.

The impact of a National Do Not Call list, and other restrictions on Predictive Dialers, travel deeper than just keeping one person's telephone from ringing during an evening hour. The National Do Not Call list will encourage many interested customers to opt-out of receiving telephone calls that they truly may have been interested in (our industry is driven by sale after sale), and will simultaneously, nationwide, put telemarketing and tele-services workers into unemployment.

I support the American Telemarketing Association's proposed modifications to the FTC rules. Please consider workers like me, the national company I work for, and our sector of economic impact and reflect a supportive position.

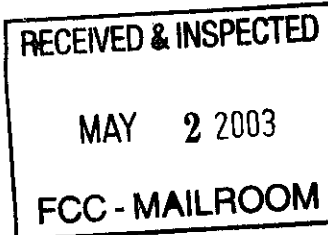
Thank you for your full consideration on this topic.

Joseph Quinn
945 E. Kenilworth Ave.
Unit 318
Palatine, IL 60074

God Bless America.



Teleperformance USA



April 28, 2003

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington D.C. 20554

Ref: CG Docket No. 02-278
Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991

- I work at Teleperformance USA - Des Plaines, IL in the Client Services Department
- My job Title is Program Implementation Coordinator
- I feel we are providing a convenient service to people from the comfort of their own home.
- I have worked for this Telemarketing Company for 9 years. My job is very important to the well being of my family & home.
- I have a mortgage and two children and if I were to lose my job, I would have to start over somewhere else without the pay and vacation privileges that I've worked so hard to built up for myself and my family over the last 9 years.
- I oppose the National DNC list and restrictions on Predictive Dialers and I support Teleperformance USA's and the American Telemarketing Association's proposed modifications to the FTC rules.

Thank you for your full consideration on this topic.

Kendra Nichols
Kendra Nichols
2671 Stanton Circle
Lake In the Hills, IL 60156

April 28, 2003

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington D.C. 20554

Ref: CG Docket No. 02-278 Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991

- I am the Vice president of Finance at TeleperformanceUSA in Des Plaines Illinois.
- Telemarketing provides a very important channel of marketing, there are many irritating marketing channels available, including TV and radio commercials, newspaper advertisements and billboards which litter the beauty of the environment, but telemarketers are popular to target.
- The proposed rules will still enable the unlawful telemarketers to survive and operate but will unfortunately effect honest, high integrity telemarketing firms
- I oppose the National DNC list and restrictions on Predictive Dialers and support the American Telemarketing Association's proposed modifications to the FTC rules

Thank you for your full consideration on this topic.



Howard Regenbaum

530 Muirfield Lane
Riverwoods
IL
60015



Teleperformance USA

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04/25/03

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington D.C. 20554

Ref: CG Docket No. 02-278
Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991

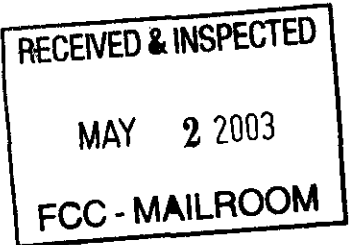
- I work in DesPlaines, IL, a suburb of Chicago. I am a corporate QA representative for a telemarketing company.
- I manage the accounts for several clients to provide them with verification of enrollment of individual customers, as needed; and to promote sale quality in the call centers.
- This job is important because it gives the client documentation needed for customer complaints, concerns, or fulfillment of the product offerings.
- The products that some of my clients offer customers are particularly important for customers in this economy.
- I have worked in this business for ten years. I have utilized my teaching background for training and supervising many telemarketing sales reps. They valued their jobs just as much as I do. I am also very aware of downsizing, after the successful company that I worked for was bought out. My current employment at the corporate office is extremely important to our family, as two incomes are definitely needed in this day and age.
- My husband lost his elevator construction job in the early 1990's, due to lack of work. The economy during that time was even worse than it is now. We almost lost our house, but luckily my parents helped us out. My mother was grateful to help us as she knew the hardship and had lived through it as well in years past. When my husband finally found a full-time job utilizing his skills, the pay was much lower than the job he had been in for 20 years. My husband's job loss also affected the choices that our children could make for higher education, as they were in high school and in grade school. My husband was off work for about 18 months and it took us many years to "dig ourselves out of the hole." We now worry because of my job, and it's not only because of the economy. New rules and regulations could affect the loss of jobs in our business.
- I oppose the National DNC list and restrictions on Predictive Dialers and hope that you would support TeleperformanceUSA's and the American Telemarketing Association's proposed modifications to the FTC rules

Thank you for your full consideration on this topic.

Maureen Braun
512 Irvington Ct.
Bartlett, IL 60103



Teleperformance USA



April 29, 2003

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington D.C. 20554

Ref: CG Docket No. 02-278
Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991

I am currently employed in Chicago, Illinois in our Corporate Client Services as a Senior Account Manager.

I am a highly trained professional with over 20 years in the Direct Mail and Teleservices industry. My clients are primarily in the financial and insurance business and rely on our services for customer acquisition as well as sales and services for their businesses.

These products and services are critical and beneficial. The use of the telephone allows us important one on one contact to explain options not easily understood without human contact.

My husband is a Union Electrician, a job that has seen some tough times. My salary and insurance have allowed us to keep our home and maintain our health. Without my job, we would be without many things. I have health issues that require me to be on 7 different medications. My husband also has health issues and is on several medications. I shudder at the thought of what would become of us should I lose my job.

I strongly oppose the National DNC list and restrictions on Predictive Dialers. I completely support TeleperformanceUSA's and the American Telemarketing Association's proposed modifications to the FTC rules.

Thank you for your full consideration on this topic.

Sherri Wrobell
1395 Chippewa Trail
Wheeling, Illinois 60090



Teleperformance USA

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MAY 2 2003

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04/29/03

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington D.C. 20554

Ref: CG Docket No. 02-278
Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991

I oppose the National DNC list and restrictions on Predictive Dialers.
I support The American telemarketing Associations proposed modifications to the FTC rules.

I work for Teleperformance USA in the capacity of a Quality Assurance Representative with the corporate office in Des Plaines, IL.

I like the job that I do and feel that it has an important function in making sure that we are putting quality sales through.

I feel good in knowing that we do quality telemarketing at this company and also in knowing that if I hear something that has not been said correctly etc., as I listen to the taped sales, we will take care of it to the best of our ability.

I am the only one working in my household, as my husband is no longer able to work due to bad health.

I need my job and I need the insurance benefits that go along with it.

With out this job we would not be able to afford the Dr. visits nor the prescription medicines that we both must have.

Thank you for your full consideration on this topic.


Sharon Hare

462 W. Touhy #600
Des Plaines, IL 60018



Teleperformance USA

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MAY 2 2003

FCC - MAILROOM

April 23, 2003

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington D.C. 20554

Ref: CG Docket No. 02-278
Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991


I am currently employed by Teleperformance USA based out of the Insurance and Financial Services Division, Des Plaines, Illinois. I have been employed with the company since May 1997. Currently, I am the Operations Coordinator.

In my prior life, I too, dreaded the phone ringing while at home; I hated the constant bombardment of products; and I detested the invasion of my personal time. It was a difficult decision to take a job in the industry, as I had a bad experience in college working for outbound telemarketing of magazine subscriptions. However, I have no regrets about my decision to join Teleperformance USA (then Market USA). I work with wonderful co-workers who like me, are concerned with offering valuable services and products, are careful that our clients' customers are treated with respect and concern, and who value the opportunity to make a better life with steady employment that offers benefits (medical, dental, 401k).

The economy as a whole is very shaky right now. Unemployment seems to keep rising, while markets are sluggish. What everyone needs to realize is that while there are unethical telemarketers, this is true of any industry. There are still companies out there who follow the rules established by the DMA and the TCPA; who take into consideration that the services we offer enhance other industries and markets. The products and services provide security and protection for those who need them, credit protection, accidental death and dismemberment, life and health insurance coverage. What our company does only enhances what your bank, your insurance company, your department store, your utility companies can offer to you. Providing options and opportunities. The cycle between each industry is a link of globalization, of co-dependence.

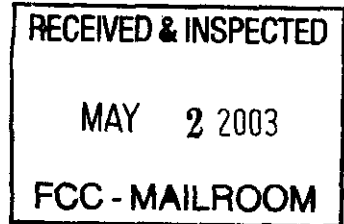
I oppose the National DNC list and restrictions on Predictive Dialers and support TeleperformanceUSA's and the American Telemarketing Association's proposed modifications to the FTC rules.

Thank you for your full consideration on this topic.


Geri Uloth
2545 W. Iowa #3
Chicago, IL 60622

4/26/2003

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington D.C. 20554



Ref: CG Docket No. 02-278
Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991

Dear Sir or Ma'am:

My name is Lucy-Jane Baxley and I am a young Human Resources professional with Teleperformance USA. I work in the Division headquarters located in Des Plaines, IL.

About eight months ago I relocated to Des Plaines from Salt Lake City, UT, in order to assume the position of Regional HR Manager. I was excited about the change of environment, and the opportunity to learn more of the HR function, while assisting a new group of employees in all benefits/compensation and morale related issues. But this move also entailed a great sacrifice on my part—leaving behind family and friends to start a brand new life 2000 miles away.

I made this decision with hopes of a bright future for our company and this industry. I believe in the vision of offering goods and services to consumers through the use of telecommunications. I believe in live customer-service as opposed to computer-prompted help lines that leave you waiting for hours. I also believe in the opportunity I have as a consumer to be notified via telephone of goods and services available to me.

Through my tenure here I have gotten to know various employees from all walks of life. The very employees who toil day in and day out offering the telecommunication services I believe in. These people have a hard job, but come to work every day striving to do their best to provide quality goods and services to innumerable consumers.

Unfortunately though, while gearing up for the FTC changes and a National DNC List, I have had to orchestrate numerous lay-offs and several Facility Closures. I have seen this affect not only the employees with which I am familiar, but numerous others, their families, and even the communities in which our Facilities are located.

I have heard countless stories from the affected employees. Their concerns focus on their co-workers, their own families, and how they will make ends meet. It breaks my heart. Considering the hundreds of people in this division alone now out of work, I cannot begin to imagine how many individuals nationwide are being affected by these rulings! In the waning state that our economy currently sits, I cannot believe that even more U.S. Citizens may soon be out of work!

I vehemently oppose the National DNC list and the restrictions on Predictive Dialers. Instead, I support Teleperformance USA's and the American Telemarketing Association's proposed modifications to the FTC rules.

Thank you for your full consideration of the effect that these issues have on our employees and their families, as well as my own employment and welfare.

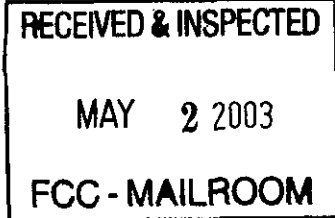
Sincerely,

A handwritten signature in black ink, appearing to read "J. Baxley".

Lucy-Jane Baxley
3540 N. Troy #1
Chicago, IL 60618

04/28/2003

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington D. C. 20554



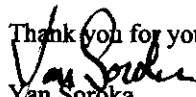
Ref. CG Docket No. 02-278
Rules and Regulations Implementing the Telephone Consumer Protection act of 1991

My name is Yan Soroka and I work for Teleperformance USA (Des Plaines, IL , Corporate, Client Services) as a Report Analyst. I truly love this job and I always think that good people are very happy getting good products from our company. I believe that this is very important to support people with good products.

I think the role of our company is very important in today's market. Loosing any kind of jobs is painful. It's twice painful to loose a job you love.

I support Teleperformance USA and the American Telemarketing Association's

Thank you for your full consideration on this topic.


Yan Soroka
1026 Castilian Ct. #311
Glenview, IL 60025

April 25, 2003

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MAY 2 2003
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To: Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, Southwest
Washington D.C. 20554

Ref: CG Docket No. 02-278
Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991

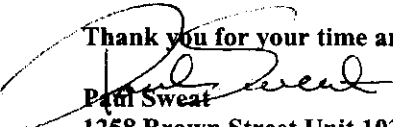
Hello, my name is Paul Sweat. I am currently an employee at TeleperformanceUSA, Des Plaines IL. My position is Reports Coordinator in the Corporate Client Services office. I have been a very proud and dedicated worker for almost 11 years.

The data processing/programming skills I obtained throughout the years are priceless. As the operating systems have changed the past 10 years, I have been able to learn and adapt. I value my job every day of the week. I do not take anything for granted as friends and family has lost their jobs through the past years due to our slumping economy.

The reason for this letter is that I oppose the National DNC list and restrictions on Predictive Dialers. You cannot realize the overall damage that can occur with thousands of jobs lost in the teleservices industry if this is passed. With the manufacturing industry hurting for so long, and no turnaround any time soon, we need this industry to keep our economy alive.

This is why I support TeleperformanceUSA's and the American Telemarketing Association's Proposed modifications to the FTC rules. Doing so, I believe we can all make this work.

Thank you for your time and your full consideration on this topic.


Paul Sweat
1258 Brown Street Unit 103
Des Plaines, IL 60016

TO WHOM IT CONCERNS:

TO: COMMISSION'S SECRETARY
OFFICE OF THE SECRETARY

FROM: CRAIG MARKARIAN

FCC
445 12TH ST SW
WASHINGTON DC 20554
IN OAK BROOK TERRACE

RECEIVED & INSPECTED

DES PLAINES, IL
MAY 2 2003

FCC-MAILROOM

I CURRENTLY HAVE A JOB WORKING AS A TSR FOR THE PAST 5 YRS.

CG DOCKET # 02-278, I FEEL THAT IF THIS WERE TO PASS, IT WOULD HURT THE HARD WORKING INDIVIDUALS IN THIS FIELD, ESPECIALLY THOSE WITH FAMILIES TO SUPPORT & MOUTHS TO FEED.

IT ALSO SEEMS THAT THIS POSSIBILITY OF REDUCING THE CALLING MARKETPLACE BY AS MUCH AS 60% IS W/O MERIT.

AS WITH ALL AUDIO & VISUAL TECHNOLOGY/MEDIA - I.E. RADIO & TELEVISION, IF A PERSON DOES NOT WANT TO HEAR AND/OR SEE CERTAIN PROGRAMMING, THEY CAN EASILY CONTROL THE SITUATION VIA AN ON/OFF BUTTON OR REMOTE CONTROL. IN TODAY'S ERA OF WIRELESS TECHNOLOGY, WE ARE ABLE TO DO THE SAME THING IF WE DO NOT WANT TO TAKE A PHONE CALL. ESPECIALLY WITH THE DEVICES AVAILABLE THAT ARE CONSUMER FRIENDLY.

THERE IS THE BEAUTIFUL INVENTION WE CALL THE 'ANSWERING MACHINE' — YOU CAN LET YOUR PHONE TAKE A CALL FOR YOU. CALLER ID WOULD BE ANOTHER POPULAR DEVICE IN MOST HOMES TODAY — YOU CAN ACTUALLY SEE WHO CALLS BEFORE ANSWERING!

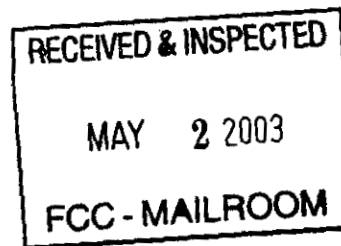
FINALLY, THE OLDEST AND EASIEST WAY IS TO JUST SAY NO, OR HANG UP THE PHONE.

AS WITH MANY WORKING PEOPLE TODAY, WE TRY OUR BEST AT MAKING ENDS MEET BY DOING OUR JOB THE BEST WAY WE CAN. HOPEFULLY THAT MEANS WE HELP & ASSIST MORE PEOPLE W/O OFFENDING THOSE SAME PEOPLE.

I BELIEVE THIS WILL HURT MORE THAN IT CAN HELP. THESE JOBS ARE VALUED BY MANY OF US IN THE FIELD OF TELECOMMUNICATION. FOR WHY IT PROVIDES INCOME TO HELP MAKE IT BY, IT ALSO PROVIDES CERTAIN & IMPORTANT HEALTH BENEFITS, ESPECIALLY FOR SINGLE PARENTS. IT IS A GREAT WAY FOR SENIORS TO FEEL ACTIVE IN THEIR ROLE, & SUPPLEMENT THEIR INCOME. I DON'T AGREE WITH THE FTC ON THIS MATTER, & HOPEFULLY THEY WILL SEE BEYOND THEIR OVERSIGHT. IT'S A WASTE OF TIME & MONEY & MOST OF ALL, IT'S A SITUATION WHERE THOSE WHO WOULD SIDE W/ THE FTC, CAN RESOLVE THE ISSUE IN PRIVATE, IN THE COMFORT OF THEIR OWN HOME.

THANK YOU

April 24, 2003



Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington D.C. 20554

Ref: C G Docket No. 02-278
Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991

Teleperformance USA, Oaklawn, Illinois Call Center
Chandra Birmingham
OL 3338
TSR

I love my job because I feel like I am reaching out and touching other people lives, by offering a ~~good~~ good product that will benefit the customer in the long run. The product that I offer to the customers is a ~~good~~ and honest one. The importance of my job is knowing that I offered ~~good~~ ^{trustworthy} services to the customer that I know the customer would profit from. When I leave work to go home and food is on my table, I feel proud also of the fact that my bills are payed. Before I was employed at this job two years ago my family lived in a Homeless shelter. If I would lose my job my family and I would return to the homeless shelter. As a result I oppose the National DNC list and restrictions on Predictive Dialers and support Teleperformance USA's and the American Telemarketing Association's proposed modifications to the FTC rules.

Thank you for your full consideration on this topic.
Chandra Birmingham
8941 South Justine
Chicago, Illinois 60620

April 24, 2003
Lisa Harrell OL3327
Teleperformance
4710 W. 95th
Oak Lawn IL.

RECEIVED & INSPECTED
MAY 2 2003
FCC-MAILROOM

CG Docket 02-278

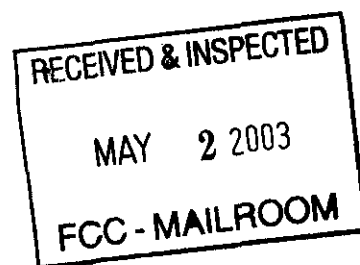
COMMISSION'S SECRETARY
OFFICE OF THE SECRETARY
FCC
445 12TH ST. SW
WASHINGTON, DC. 20534

Hello, My NAME is Lisa Harrell
and I work FOR TELEperformance USA in
Oaklawn IL. As a teleMARKeter, I work very hard
for my money and I work Every day during the
week M thru F Sometimes on Saturdays. I enjoy
communicating with my customers. I inform
them of many of the Advanced Sales in our
stores. I mentioned to my customers about
many of the services that are valuable to them
through Accidental death insurance for their love
one's and a Fraud protection program called Credit
Notify. Credit Notify helps to protect them against
identity theft and credit fraud. Most of the customer
talk to seemed to be very nice. The customers
they have the optioned to accept any promotional
ads or sales, that teleMarketer's give. It's either
yes or no! As teleMarketers, If we lose our
jobs, we would have to apply through unemployment
welfare. Some people have families to support,
bills to pay and kids to take care of.

In conclusion, Let's keep the teleMarketing in
business. We provide good services for our customers and we

April 24, 2003

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington D.C. 20554



Ref: CG Dock # 02-278

Rules & Regulations Implementing the Telephone Consumer Protection Act of 1991

company's name is

~~My work at~~ Teleperformance, USA, (Oakbrook Terrace, IL), Call Center
a Telephone Sales Representative.

I enjoy working with the customers that I speak with, whether they purchase our products or not. This job is very important to my well-being. I'm single and paying my rent, a gas, light and phone bills alone. If it wasn't for Teleperformance, USA, I would be unemployed and on welfare/food stamps and homeless.

I oppose the National DNC list and restrictions on Predict Dialers and I support TeleperformanceUSA's and the American Telemarketing Association's proposed modifications to the FTC rules

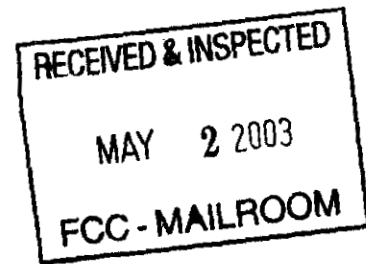
Thank you for your full consideration on this topic.

Pat Farmer
Pat Farmer

P.O. Box 44466

Chgo., IL 60644

4-25-03



Commission Secretary
Office of the Secretary
Federal Communications Commission
445 12TH STREET SW
Washington DC 20554

CG DOCKET 02-248

I work for teleperformance USA in Oaklawn
Ill for the last nine years as a TSR.

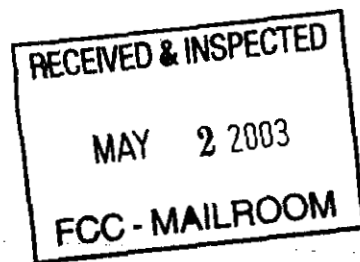
The loss of my job could very well happen
which is unfair to me.

I do oppose the national DNC list and I
do support the american telemarketing associations
proposed modifications to the FTC rules.

Thank you for your time.

ROY S Hill
9959 So. CICERO
OAKLAWN ILL 60453

APRIL 25, 2003



COMMISSION'S SECRETARY
OFFICE OF THE SECRETARY
FEDERAL COMMUNICATIONS COMMISSION
445 12th ST, SW
WASHINGTON, D.C. 20554

REF: CD DOCKET NO. 02-278

RULES AND REGULATIONS IMPLEMENTING THE TELEPHONE CONSUMER
PROTECTION ACT OF 1991

I WORK AT TELEPERFORMANCE USA - OAK LAWN, IL
CALL CENTER AS A TSR.

I ENJOY TALKING TO PEOPLE ON THE PHONE. I DO
BELIEVE THAT, IN MODERN SOCIETY, INSURANCE IS
A NECESSITY. HAVING SAID THAT, I THINK THAT
ANY INSURANCE THAT I WANT TO SELL, SHOULD BE
AND BE DESIGNATED TO PEOPLE THAT ARE AGE-APPROPRIATE
FOR THE TYPE OF PLAN. ALSO, THEY SHOULD NOT BE
RECALLED CUSTOMERS.

BEING EMPLOYED AND SELF SUFFICIENT SHOULD BE EVERYONE'S
GOAL. THOSE JOBS SHOULD BE AVAILABLE. OUR BILLS NEED TO BE
PAID. LOSS OF ONE JOB - LET ALONE MANY - CAUSES
UNDO HARM TO THOSE THAT NEED IT MOST.

I OPPOSE THE NATIONAL DNC LIST AND RESTRICTIONS ON
PREDICTIVE DIALERS AND SUPPORT THE PROPOSED MODIFICATION

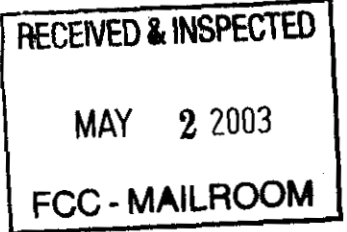
THANK YOU FOR YOUR CONSIDERATION ON THIS TOPIC.

RITA P. Buckley / 9811 So. Kedzie Ave - Apt 38

Evergreen, IL 60121

4/24/03

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington D.C. 20554



Ref: CG Docket No. 02-278
Rules and Regulations Implementing the
Telephone Consumer Protection Act of 1991

Teleperformance USA, 4710 W. 95th St
Oak Lawn Illinois 606
Call Center Client Services

Winifred Turner TSR.

My employment is an excellent
source of legal income. Introducing
our Programs and Insurance offer many
people the opportunity to services they
may have only thought about. A lot
of our client work just as I do, and
Realize our services creates legal jobs
for many Americans. We as others need

our jobs to keep America alive. I support
my family, community, city, state. I support
Teleperformance USA and American Telemarketing
Association's proposed modifications to the FTC
Rules.

Winifred Turner
1281 W. 74th St
Chicago Ill 60636